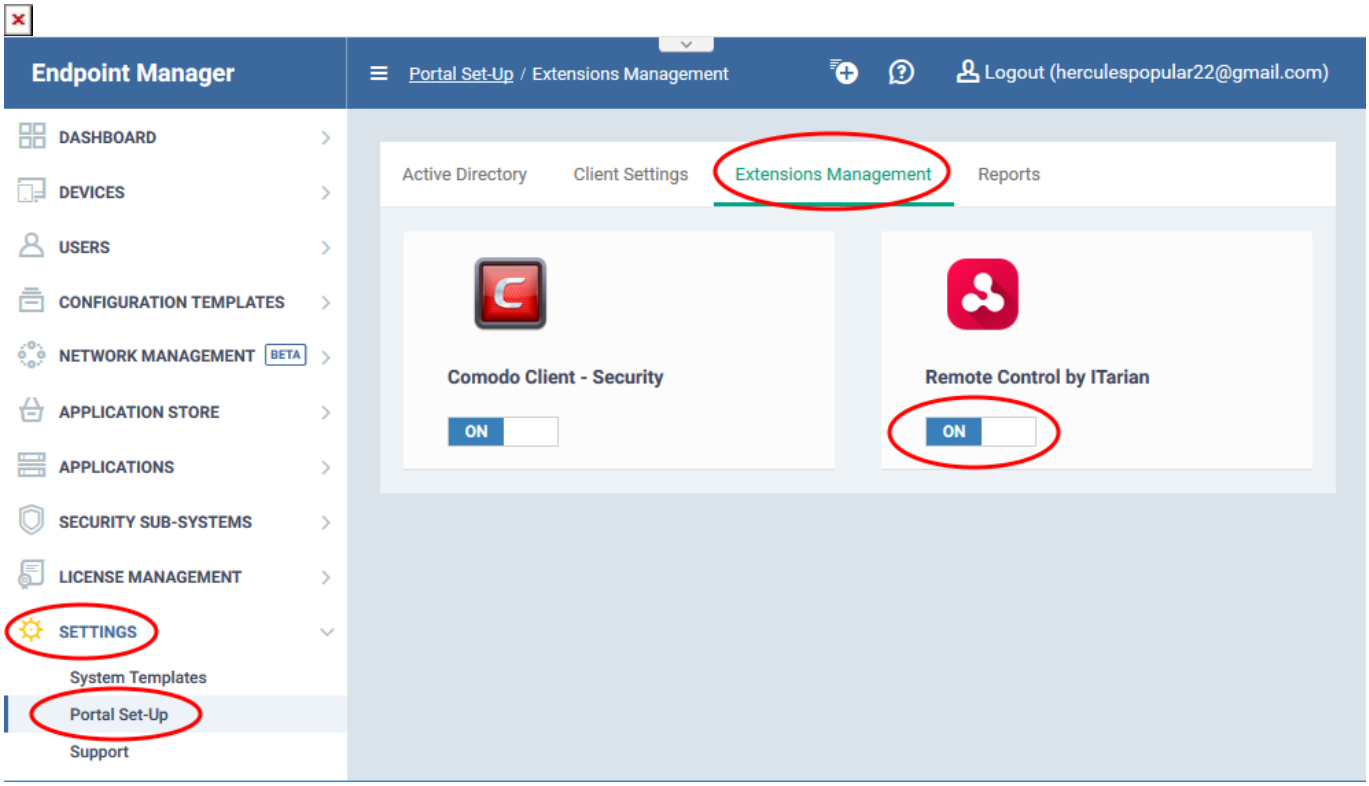
How to disable the Remote Control feature

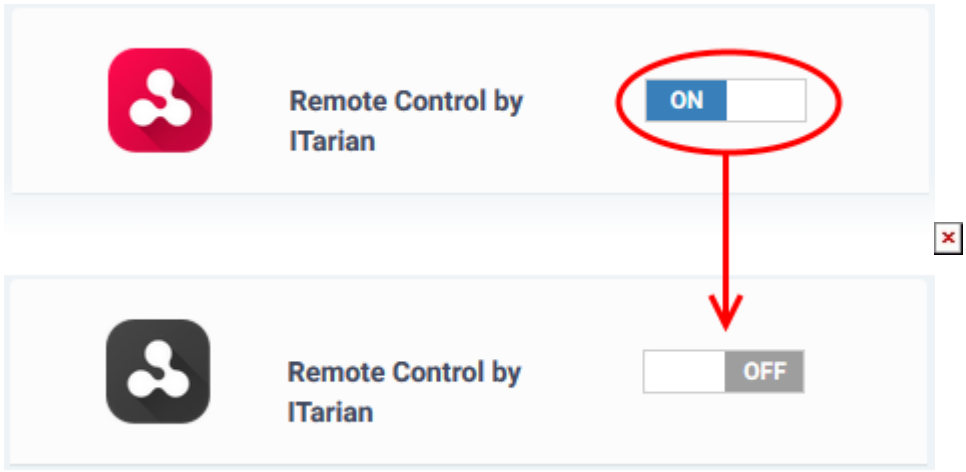
- The remote control application lets admins take-over endpoints to solve issues, install third party software and run system maintenance.
- This tutorial explains how to disable remote control in the Endpoint Manager. This will prevent any admin from assuming direct control of managed endpoints on the profile.
- You can quickly re-enable the feature if required.

Process in brief:

- Login to Comodo One/ Dragon
- Click ‘Applications’ > ‘Endpoint Manager’
- Click ‘Settings’ > ‘Portal Set-up' > 'Extensions Management'

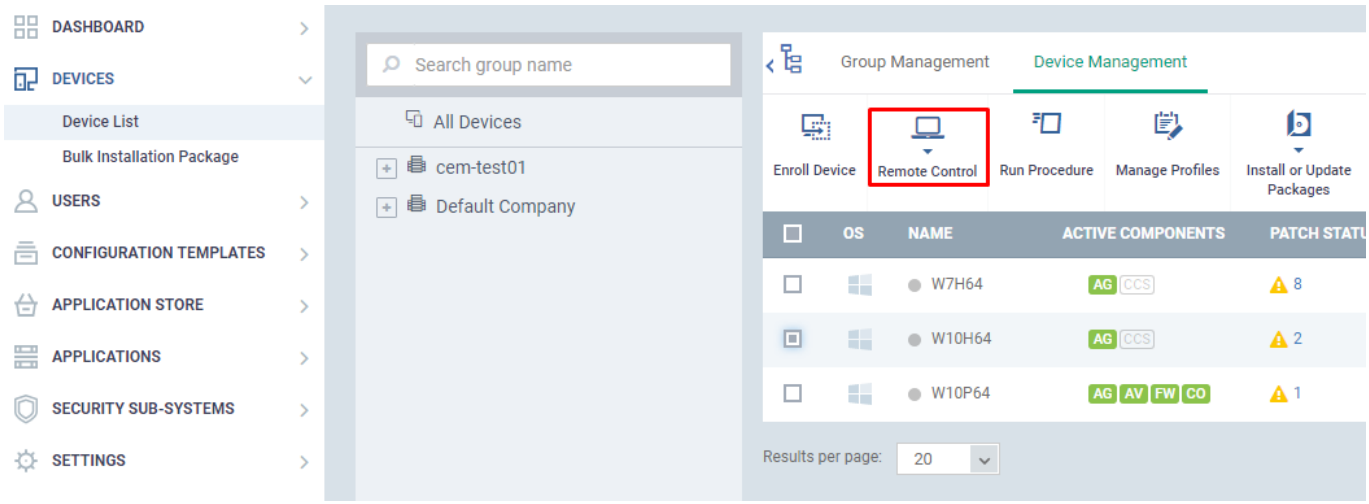


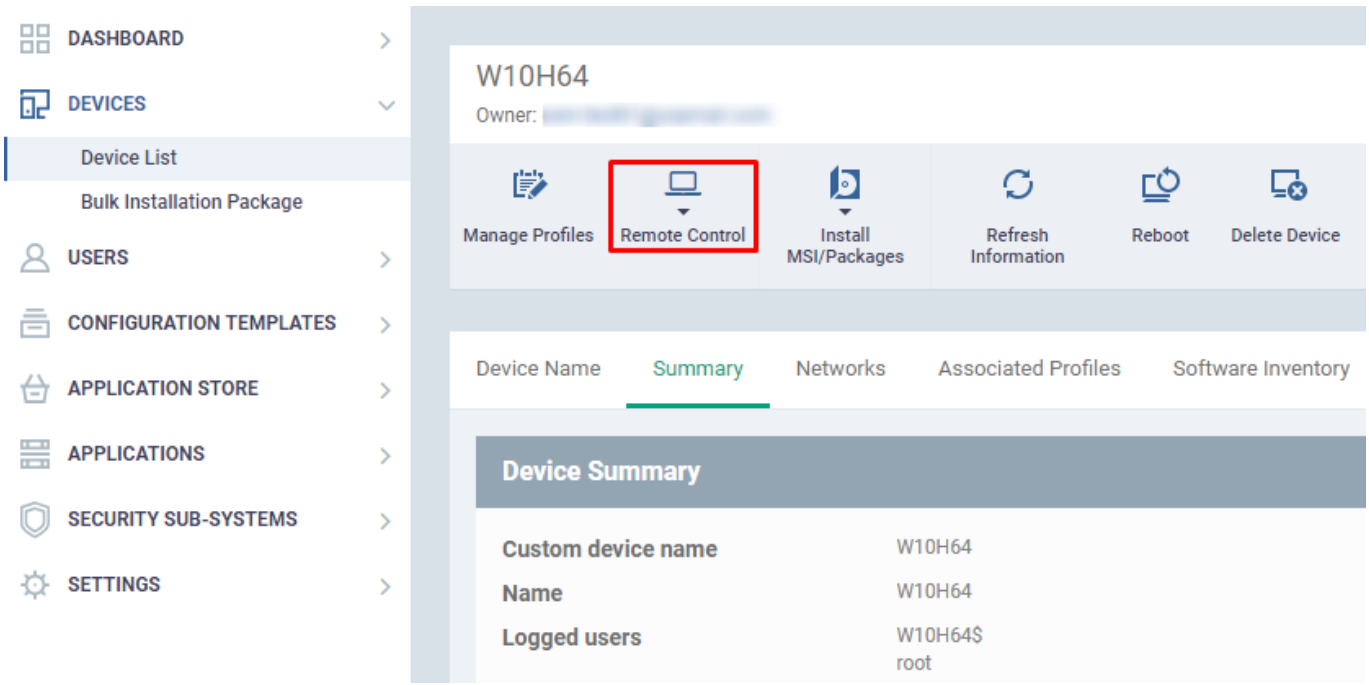
- Switch off 'Remote Control by ITarian':



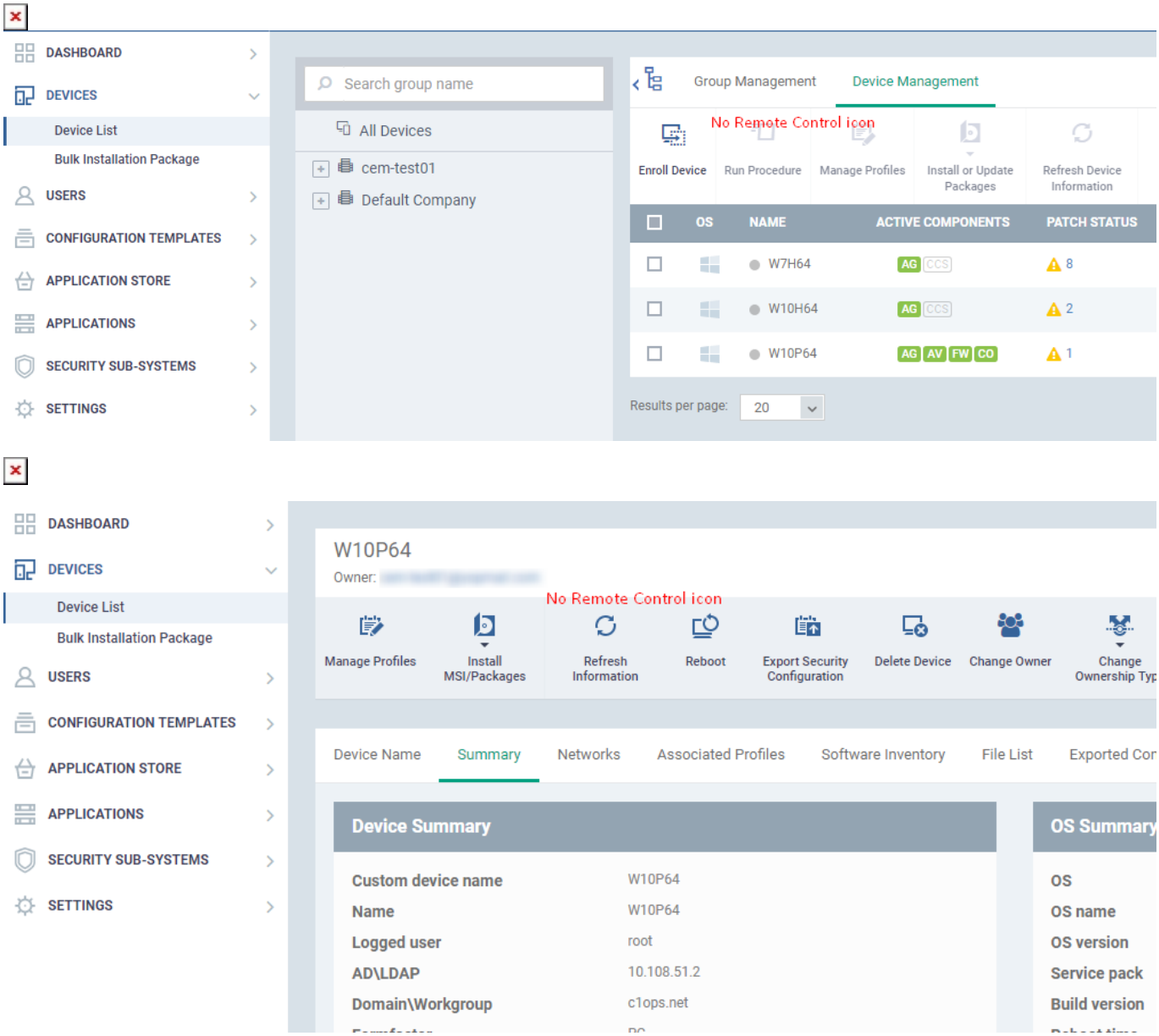
- The 'Remote Control' option will disappear from the device list and from the device details page:

Before





After


DASHBOARD
DEVICES
Device List
Bulk Installation Package
USERS
CONFIGURATION TEMPLATES
APPLICATION STORE
APPLICATIONS
SECURITY SUB-SYSTEMS
SETTINGS
Search group name
All Devices
cem-test01
Default Company
Group Management
Device Management
No Remote Control icon
Enroll Device
Run Procedure
Manage Profiles
Install or Update Packages
Refresh Device Information
OS
NAME
ACTIVE COMPONENTS
PATCH STATUS
W7H64
W10H64
W10P64
Results per page:
20
DASHBOARD
DEVICES
Device List
Bulk Installation Package
USERS
CONFIGURATION TEMPLATES
APPLICATION STORE
APPLICATIONS
SECURITY SUB-SYSTEMS
SETTINGS
W10P64
Owner:
No Remote Control icon
Manage Profiles
Install MSI/Packages
Refresh Information
Reboot
Export Security Configuration
Delete Device
Change Owner
Change Ownership Typ
Device Name
Summary
Networks
Associated Profiles
Software Inventory
File List
Exported Cor
Device Summary
Custom device name
W10P64
Name
W10P64
Logged user
root
AD\LDAP
10.108.51.2
Domain\Workgroup
c1ops.net
OS Summary
OS
OS name
OS version
Service pack
Build version